

California Department of Aging

Long-Term Care Ombudsman Program

Older Americans Act Titles IIIB and VII

Program Code - 3900200

Description

The Office of the State Long-Term Care Ombudsman has oversight responsibility for 35 local Ombudsman programs throughout California. Approximately 170 paid staff and 760 certified volunteers advocate on behalf of residents of long-term care (LTC) facilities. These facilities include 1,252 skilled nursing and intermediate care facilities, and 7,386 residential care facilities for the elderly, with a combined count of 299,210 LTC beds.

Staff and volunteers of the local programs:

- receive, investigate, and resolve complaints made by, or on behalf of, residents of LTC facilities;
- receive and investigate reports of suspected abuse of elders and dependent adults occurring in LTC and some community care facilities;
- work with licensing agencies and law enforcement on the investigation of abuse in facilities;
- provide community education;
- maintain a regular presence in facilities;
- advocate to influence public policy related to long-term care;
- serve as members of interdisciplinary teams within their counties;
- witness advance health care directives and certain property transfers for residents in nursing facilities; and
- address quality-of-care practices in facilities.

Staff of the State Office:

- provide technical assistance to, training for, and monitoring of, local programs;
- conduct semi-annual statewide training conferences;
- act as liaisons to licensing and regulatory agencies;
- work to influence public policy through legislative bill analyses and commenting on legislation that affects residents;
- promulgate policies and regulations;
- act as a clearinghouse for information and data related to LTC issues;
- compile statewide data on the Ombudsman Program; and

- provide a 24-hour CRISISline telephone service to receive complaints by, and on behalf of, LTC residents.

Benefits

The Program assists LTC residents, their friends, families, and the public in the following areas: (1) resolving LTC quality-of-life and quality-of-care issues; (2) investigating abuse occurring in LTC and community care facilities; (3) providing education about laws and regulations related to LTC; and (4) witnessing advance health care directives and certain property transfers for residents of skilled nursing facilities.

Paid staff and volunteers visit all licensed LTC facilities and protect residents' rights by providing a regular presence and access to Ombudsman services.

Eligibility

<i>Income</i>	No requirements.
<i>Age</i>	All residents of LTC facilities in the State are eligible for Ombudsman services.
<i>Other</i>	The Ombudsman Program investigates elder and dependent adult abuse cases occurring in LTC facilities, adult residential facilities, adult day programs, adult day health care facilities, intermediate care facilities for the developmentally disabled, congregate living health facilities, and adult residential facilities for persons with special health care needs.

Access

Ombudsman Program Information and Assistance is available 24 hours a day via the CRISISline at **1-800-231-4024**. Every licensed LTC facility in the State is required to display at least one poster advertising this number in an area accessible to residents. Each poster also displays the name, address and telephone number of the local LTC Ombudsman Program. Individuals can also access Ombudsman services through the statewide toll-free Senior Information Line at **1-800-510-2020** and the California Department of Aging (CDA) website at www.aging.ca.gov.

Current State Fiscal Year Funding Information (2016-17)

<i>Source</i>	State Operations <ul style="list-style-type: none"> • State General Fund (GF). • Federal Older Americans Act (OAA) Title IIIB-Supportive Services – Ombudsman.
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Current State Fiscal Year Funding Information (2016-17), *continued*

<i>Source (continued)</i>	State Operations (continued) <ul style="list-style-type: none">• Federal OAA Title VII-Ombudsman.• State Health Facilities Citation Penalties Account. Local Assistance <ul style="list-style-type: none">• Federal OAA Title IIIB-Ombudsman.• Federal OAA Title VII-Ombudsman.• Federal OAA Title VII-Elder Abuse Prevention.• State General Fund (GF).• State Health Facilities Citation Penalties Account.• Skilled Nursing Facility Quality and Accountability Fund.• Public Health Licensing and Certification Program Fund.• Grants, local fund-raising, donations.
<i>Match Requirements</i>	N/A.
<i>Other Funding Information</i>	N/A.
<i>Funding Cycle</i>	July 1 – June 30.